

# **South Derbyshire District Council**

## **Implementing e-government Statement**

**July 2001**

**Prepared by: IT & Customer Services**

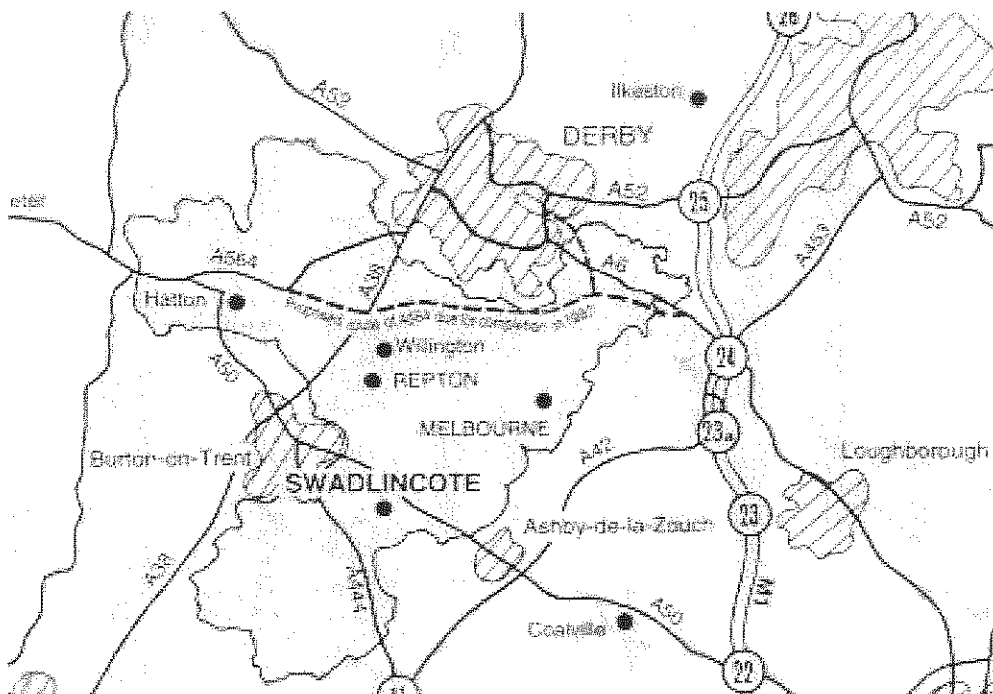
**Version: 1.5**

# South Derbyshire District Council

## 1.0 The Council's Vision and Objectives

### 1.1 Introduction

The Council is one of South Derbyshire's largest businesses. We employ 310 people and currently spend about £27million annually.



The council is based in Swadlincote which is shown on the above map, this means that our administrative offices are not always practical for people living in the rural area's of the district. As part of our e-Derbyshire strategy it is very important our services are made accessible to citizens living in these areas.

Partnerships with surrounding areas such as Burton-upon-Trent and Derby could also assist in allowing wider access to the council's information systems and making the necessity to get to the offices less of an issue.

Some other facts and figures about the Council and the area:

- for almost two decades, South Derbyshire has been the fastest growing district in Derbyshire. The current population is estimated to be 82,500.
- unemployment levels are low (2.4% compared with 4.0% nationally). However, the standard of living in some parts of the district is poor, with individuals excluded for financial and other reasons from playing a full part

in the life of the community. The areas concerned are mainly Swadlincote and the villages of the former South Derbyshire Coalfield.

- about 25% of the National Forest area lies in South Derbyshire
- 22 Conservation Areas (areas of special architectural or historic importance) have been designated
- the district has 3 Leisure Centres (at Swadlincote, Etwall and Melbourne), 45 playgrounds and parks and 6 cemeteries
- 72% of homes are in Council Tax bands A-C
- 3725 homes are rented from the Council.

Like all businesses, we need to plan for the future and to have a clear idea about what sort of organisation we need to become in order to meet the needs and aspirations of the community.

## 1.2 Our Vision

Our Vision is to be: **'a top performing Council which cares, gives quality, value for money services and promotes quality of life'**

To help us achieve this vision, we have identified eight, more specific objectives which will be used to guide service delivery. These are:

- To provide leadership to the community involving all citizens in decision making.
- To promote the sustainable economic and community development of South Derbyshire addressing social exclusion and inequality of opportunity.
- To protect and promote a sustainable environment.
- To identify and address the transport needs of the district.
- To secure high quality, value for money services.
- To promote the availability and understanding of Council services amongst all sections of the community.
- To work in partnership with organisations in the public, private and voluntary sectors to promote the safety, welfare and quality of life of the community.
- To train and develop all our employees in order to achieve these objectives for the people of South Derbyshire.

Within these objectives, the Council's main priorities are:

- The provision of high quality, value for money services
- The protection of the environment
- Community involvement

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The council is reviewing these aims and objectives as it prepares a community plan

### **1.3 Community Consultation**

During 1999, the Council took various steps to obtain the views of the local community on our vision for the future. The main form of consultation was a household survey undertaken by the independent market research company MORI.

Key points to emerge from the survey included:

- Over six in ten South Derbyshire residents were satisfied with the way that the Council provides its service.
- Services which are most important to residents are parks, playgrounds, open spaces, refuse collections and off street parking.
- There were a number of areas, such as access to services and listening to local people, where we needed to do more work in developing and promoting our image within the community.
- The top priorities for the community were 'the provision of high quality, value for money services', 'and community involvement in decision making' and the 'protection and promotion of the environment'.

With the benefit of this research, the Council concluded that the community was broadly supportive of its vision and objectives. However, it was evident that all local people did not share our priorities and they were changed.

### **1.4 Partnerships**

We have taken the view that our IEG statement should not be produced in isolation. Therefore we have worked with representatives of the Derbyshire Partnership Forum to identify commonalities, synergies and opportunities for working closer together both in support and partnership roles. In future the council will also need to work closely with neighbouring authorities including Derby City Council and East Staffordshire borough council. These relationships founded on IEG will undoubtedly grown and strengthen over in the next few months and years. The council is reviewing these aims and objectives as it prepares to produce a community plan.

We will be publishing this statement in various ways. As we move forward in IEG we will continue to consult with a wider section of stakeholders to both benchmark and monitor the suitability of our approach. The council has a regular schedule of meeting which will be used to seek the views of residents across South Derbyshire. From this we will be able to more accurately direct the evolution of our approach to IEG.

South Derbyshire's approach to the delivery of electronic government services is that only by using current and relevant technology and in conjunction with partners in both the public and private sectors we can achieve the government targets set for 2005. Cultural change and organisational barriers must be

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removed if this is to succeed to the mutual benefit of all parties, and this we believe is our commitment and that of our partners in Derbyshire.

The recently formed group, IEG in Derbyshire is a collaborative venture supported by the Derbyshire Partnership Forum that will play a major role in developing the use of Information Technology to benefit all Derbyshire stakeholders. Members of the group have worked closely together to produce their framework for the IEG statements. The group has an extranet [www.ieg-in-derbyshire.org.uk](http://www.ieg-in-derbyshire.org.uk), which has been used as an information hub and will be developed into a project management tool as the joint initiatives progress. Potential joint ventures already identified include: procurement, organising service delivery around life events, citizen access strategy, virtual call centres, joint geographical information systems (GIS), payment for council services, payroll/HR, out of hours services, joint development team, e-forms and joint publicity ventures.

Members of this IEG group consists of:

Amber Valley Borough Council, District of Bolsover, Chesterfield Borough Council, Derby City Council, Derbyshire County Council, Derbyshire Dales District Council, Erewash Borough Council, High Peak Borough Council, South Derbyshire District Council, Derbyshire Fire Service, Derbyshire Careers Service, Derbyshire Constabulary, North and South Derbyshire Health Authorities.

The IEG agenda has also highlighted that there are other organisations that we need to develop closer relationships with if we, as citizens are to receive truly seamless services geared around life events. Key partnerships to be explored are:

- Central government (DSS, Inland Revenue, Customs and Excise etc.)
- Other public sector bodies (Environment agency, East Midlands Development agency, Primary Care Trusts etc)
- The utilities (electricity,gas,water)

The IEG in Derbyshire Group partners further believe that citizen focussed services will not be achieved without fundamental change to linked "back office" systems to gain economies of scale and reduced duplication. To this end, major investment needs in "joined up" working has been identified as follows:-

- Single e-Procurement system in Derbyshire, with a view to moving to paperless invoicing and payment services, together with faster payments to businesses.
- Shared geographical information systems, with multiple layers of shared information. This would support planning applications, property portfolios, Crime and Disorder Act, road design, strategic applications and geo-spatial data repository.

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- Exploration of a common payroll/HR solution for reduced overheads and shared costs.
- Sharing of Internet and XML skills and expertise.
- Development of joint emergency contact centre.
- Exploration of development of virtual call centres.

### **1.5 South Derbyshire in 2005**

In order to achieve the implementation of e-Government in South Derbyshire District Council in line with the instructions of Central Government, the Council will develop and implement its strategy. Key objectives within the strategy will be:

- To provide equality of service for all of South Derbyshire's citizens, whether in urban or rural areas.
- Provide the local community with an effective and useful web portal for council services, local information and exchange of ideas, promoting a greater sense of community for the area.
- To identify how services can be re-engineered to provide Derbyshire's customers with better, more joined up, services.
- To identify how the implementation of 'e-' solutions can reduce organisational costs by introducing cheaper transaction costs and promoting internal efficiency.
- Provide officers and members better access to information so that they can deal with members of the public more effectively.
- To improve the quality of management information regarding South Derbyshire District Council's performance in the delivery of services to its customers to improve the quality of decision making.
- To develop joint working and partnership arrangements with other organisations in the Derbyshire area.
- To improve the internal communication between different parts of the Council, so that inefficiency and duplication is eliminated.

## 2.0 Current Infrastructure

Over the past 18 months, the council has made significant changes to back-office systems and its IT network. This included a recent investment in its cabling hardware and software infrastructure (at a cost of £170,000 to date). This should ensure that when new and updated technologies become available and are needed, this major component will not need replacing. However, a recent IT equipment audit highlighted the need to establish a "rolling" programme of upgrade for client and server PC systems. This will call for additional funding to allow the council to meet electronic service delivery targets through improvement of key business systems.

Steps towards improving the current Internet site have already been taken with the implementation of a firewall and the introduction of a web server within the council (also allowing introduction of an intranet). However, in order to put in place an "In-House" run web server, it will be necessary to upgrade current communications to the Internet. Current access is slow and expensive (ISDN) and must be replaced before we can progress. In addition to this office-based staff and councillors have email access through the corporate system and many councillors have public email addresses for home access. A wide range of information is available to staff and members through this system. Information stored here is to be relocated to the council's new intranet when this has been developed to allow greater ease of access.

Best Value and ESD targets have prompted a total review of our core revenue and financial systems. The majority of these are legacy systems, supported internally on proprietary operating systems and hardware under expensive lease agreements to 2003. Within this process we have examined various options including web-enabling current legacy systems, however, to fully comply with the targets, replacement of such systems is deemed to be necessary. The Council is actively exploring all its options including partnerships with other authorities as well as private sector and Application Service Providers (ASPs), in particular we are placing emphasis on working with partners to procure these systems. Any option, which the council was to consider, would need to be committed to the requirements of the National Land & Property gazetteer (to be implemented in 2002).

Committee minutes are now available from any PC on the network, allowing officers to view and search within the documents for key issues, reducing the need to print. Additional development is taking place to allow minutes to be published on the Internet as part of our wider access initiative. Also within this, information points to allow access to all citizens of South Derbyshire are under consideration. This will require extensive liaison and partnership working with other information providers eg: DCC Consortium, Libraries, Sports Centres, town halls, village halls, schools.

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### 3.0 Summary of Requirements

	Project	Benefits	Estimated Savings	Est. Date
1	Citizen access to on-line information systems and information	Increased access to community information and involvement. Access points available to all sections of population.	Any savings will depend on approach to financing citizen access. Reduced reliance on office-based services and reduced election costs.	
2	Establish on-line partnership links	Common use of GIS. Improved delivery of services.	Lower licence charges	
3	Enhancement to SDDC web site (e-forms)	Greater provision of information to the community, ability to access 24/7 services On-line payments, enquiries, on-line form filling, bulletin boards	Reduced reliance on office-based services. Save management costs through time for professional staff.	2001-2005
4	Web-enablement of existing systems	Allow on-line access to citizens of South Derbyshire to planning, health, housing. 24/7 accessibility.	Professional staff savings. Administration savings.	2001/02/03
5	Contact Centre set-up	Improved access towards ALL services in Derbyshire via one-call number. Shift work allows better adaptation to working patterns.		
6	NLPG/NLIS integration	Move towards common national property database. Ease of enquiries.	Reduction in administration costs.	2002
7	Revenue Systems Replacement	Web-enabled access to on-line information for payers and claimants. Greater local accountability. 24/7 access.	Expected savings from 250,000 annual central support costs. Reduced reliance on in-house development. Reduced processing/administration cost	April 2003
8	Financial Systems Replacement	Web enabled access to on-line information. On-line payments and invoicing, improved management reporting.	Expected savings from central support costs. Reduced reliance on in-house development.	April 2003
9	E-procurement	Give access to current negotiated prices from recommended suppliers. Speed up process of tendering, procurement of services, payments.	Lower administration costs and lower costs for supplied goods and services. Overall est. savings of 10% with savings up to 15% for hardware.	
10	Develop Intranet	Better in-house information delivery and reduce duplication and printed material. Allow recommended equipment specifications to be publicised and orders to be generated on-line. Links to extranet services.	Reduction of print costs. Reduced administration costs.	2001-2005
11	Extension to Document Image Processing	Reduce storage of paper-based information. Speed up enquiries. Move closer to one point of information access. Enable close partnership & joint working.	Reduced storage costs, reduction of paper-based procedures and lower administration charges.	
12	Enable home-working.	Better access for principal officers, council staff and members. Flexibility and better quality of work environments.	Reduced administration costs. Potential reduction of office accommodation costs.	2003/04
13	Infrastructure development/upgrade	24/7 access to existing and new systems. Enable the infrastructure to be able to take-on the increased traffic efficiently. Maximise access times, security and minimise risk – towards BS7799.	Reduced administration costs. Efficiency savings. Empower speed of access.	2001/2002
14	Skills/ESD Training	Ability to maintain ESD systems. Develop integration. Manage projects. Improved risk management through release of reliance on 3rd party suppliers.	Contract savings.	2001-2005





## 5.0 Transition

The newly created South Derbyshire IEG board will manage the Implementing Electronic Government transition. This group will be chaired by the Council's E champion Frank McArdle, Chief Executive and from the members group Councillor Harrington, vice chair, corporate service scrutiny committee.

The IEG board will report to the existing Corporate Management Team and Members groups on progress toward the implementation of the E agenda.

Individual projects to achieve our e-targets will have their own project managers who in turn will report to the IEG board.

The Council has already invested in the region of £170,000 in preparing to meet the government targets by replacing hardware platforms, software and communications infrastructure. Additionally the replacement of the current Financial systems is programmed for completion by 2003, funded by the Council's capital programme, which should provide a good basis for e-transactions.

The core systems, whilst integrated, robust and reliable, are not internet compatible and the database structure is proprietary. The current systems are therefore of limited value for future e-government plans without significant upgrade, investment or replacement. South Derbyshire District Council is in the process of beginning a replacement programme of the major systems, as a fundamental part of it's IEG strategy, a major objective of which, will be the consolidation of data from different systems and technologies into a homogenised database.

### 5.1 Estimated Investment

It is difficult at this stage to accurately forecast the financial implications of the initiatives outlined above, however estimates have been prepared as follows:

<b>Project Areas</b>	<b>Investment Cost in 000's</b>
Internet	100
Extranet	50
BS7666 compliant LLPG	100
On-line payments	40
E-procurement	50
Customer contact centres (including telephony)	100
Document Management Extension	150
Facilities for Members	50
On-going support implications	100
Citizen access to on-line information systems	200
Enhancement to SDDC web site	50
Infrastructure development/ upgrade	158

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<b>Project Areas</b>	<b>Investment Cost in 000's</b>
Financial Systems Replacement	100
Revenue Systems Replacement	330
Establish on-line partnership links	100
Develop Intranet Services	50
Web-enablement existing systems	50
Enable home-working.	50
NLPG/NLIS integration	30
Skills development/ESD Training/On-going support training	150
<b>Total</b>	2008

It should be noted that the above figures do not provide the ongoing costs of supporting and maintaining these system, which will be significant.

### 5.2 BVPI 157– How do we measure up?

South Derbyshire District Council has carried out a baseline assessment, with BVPI157, ESD and IEG in mind, of the services that are currently delivered electronically, and of those that have the potential for ESD. It is noted that there is no way to benchmark or measure the services offered against others as no definitive list of services or metrics available.

<b>Service</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
Providing information	15%	30%	65%	90%	100%
Collecting revenue	10%	15%	30%	70%	100%
Providing benefits and grants	0%	20%	60%	80%	100%
Consultation	10%	20%	40%	75%	100%
Regulation	7%	20%	70%	90%	100%
Applications for services	10%	30%	75%	90%	100%
Bookings	10%	25%	55%	75%	100%
Providing access to networks	0%	15%	60%	80%	100%
Paying for goods and services	0%	25%	40%	85%	100%
Procurement	5%	20%	50%	70%	100%
Community, professional & business	0%	20%	60%	80%	100%
Overall	7%	22%	55%	80%	100%

The e-government proposals will be achieved by the purchase of new computer systems with web-enabled technology and a re-engineering of current working practices as well as partnership working with other local authorities and organisations.

Failure to address these issues will mean that our existing systems can no longer cope with the changing legislation

## 6.0 Barriers and Risks

We cannot ignore the problems; risks and barriers, surrounding the implementation of electronic government and dealing with them will be central to our success, or failure. We should recognise them and seek to counteract their affects on implementing electronic government.

The following identifies some of the main types of barrier, the risk to the business of not implementing and potential solutions.

Barrier	Risk/Impact	Solution
Insufficient finance available	Limits the services we can realistically provide electronically by the deadline of 2002.	Preparation of the IEG statement. Efficient procurement strategies. Working with partners to establish cost effective solutions. Monitor progress and scale down plans if necessary.
Resistance to change	Slows the pace of implementation	Education and involvement of all internal stakeholders, staff and Council Members.  Improved communication channels.  Monitor and report on community internet take-up and attitudes
Organisational Culture	Limits ability of the organisation to change, develop and grow.	Promote cultural change through education, support, staff development and a "can-do" culture. Deliver the type of service we would ourselves expect.
Departmental divides	Impedes data sharing and joined up working.	Strong and determined corporate and Member leadership.  Training in cross-departmental groups.  Re-alignment of services to compliment corporate objectives.
Citizens fail to support new ESD services	Unable to scale down existing service provision and realise potential savings.	Regular review, monitoring and customer feedback.  Consultation and market research prior to the design and implementation.
Underdeveloped e-skills	Slows the pace of take up and the effectiveness of use.	Analyse skill requirements and address through the training programme. Realign service resources and provide co-operative working. Bring in external consultants and use the skills of IT partners. Work with other local authorities and private sector organisations.
Limited Best practice understanding	Risk of poor approaches leading to early failures	Learn from pathfinder projects and Beacon authorities. Monitor SOCITM, idea, Government and other central agency guidance.

## 7.0 Skills

The IEG programme itself and the new ways of working emerging from it will require all stakeholders to develop new skills. The current position and improvement plans are outlined below:

Area	Current Position	Improvement strategy
Member Awareness	Small group of members are committed and knowledgeable about ESD.	Expand Members interest group. Involve lead e-government champion in all project board meetings. Increase members' awareness training.
CO Awareness	CO's sit on IEG project board meetings, chaired by the Cex? Officer e-champion has direct access to Management Team.	Ensure council officers are fully briefed on emerging issues both informally and via reports to the management team.
Business Development	Relationship between business planning process and IEG is understood throughout the organisation. There are staff with fairly good business development skills within the organisation.	BV will strengthen links between business planning and IEG. Ensure those with well developed skills play a major role in the IEG process.
End User Skills	Limited experience of web enabled services.	A mix of in-house and external training EDC?
Specialist User Skills	Some specialist users do exist in specific business areas e.g. Revenues	Develop the specialist user skills with targeted training.
IT Expertise	Limited web development skills and exposure to ESD. Experienced in consultancy advice.	Use of CBT training packages. Use skills from external suppliers. Work with partners from other authorities –share experiences.
Information Management	Information is currently held in various data sets around the authority.	Develop intranet bring together common database information
Customer Service Skills	Traditional customer services skills have been developed internally.	Develop existing knowledge, systems and procedures to allow more contact centre approach to be followed.
Procurement	Some e transactions are taking place with preferred suppliers.	Develop the common marketplace in conjunction with Derbyshire IEG group.

## Appendix A

### *Financial Services*

- The authority is looking to replace it's Financial Information Systems by April 2003 for which funding of £100,000 has been secured from the Council Capital Programme. This will see the introduction of a fully integrated Financial System offering the following benefits towards e-government:-
  - BACS facilities for creditor payments
  - Faxback or emailed remittance advice
  - Invoices sent electronically
- The use of CHAPS facility will enable electronic transfer of the authority's treasury management activities.
- Other electronic delivery issues under consideration are:
  - DIP's for creditor invoices, payroll records and insurance claims
  - Purchasing Card facilities to enable e-commerce transactions thus reducing administration.
  - On-line web form-filling.
  - Electronic submission of grant and VAT claims
  - Provision of information via information points within the district

### *Revenues*

South Derbyshire District Council has worked in partnership with Derbyshire Dales District Council for 17 years in the provision of revenue and benefits computer systems.

Negotiations are currently in place for the formation of a Derbyshire Consortium for the delivery of revenue and benefit services. An "Invest to Save" bid has been prepared which provides new software for up to five authorities working in partnership. This will form the basis of joint working throughout the county, and with neighbouring authorities from adjoining counties, to provide a variety of revenue and benefit services.

It is estimated that 25% of our services are currently provided electronically. This is made up of direct debit payments, Post Office Counters payments, internet payments via the Post Office Scheme, limited general information on revenues and benefits issues and enquiries via the telephone and e-mail.

An estimated costs associated with this is £175,000 per annum.

- New computer system (possibly provided as an ASP) which will embrace web enabled technology enabling on-line enquiries and updates to take place.
- Kiosk technology to provide the ability to access the service from street kiosks or via local sites
- The ability via the Image system for forms completed on the internet, once passed through a verification gateway, to automatically update their account

### ***Housing Services***

Housing services are constantly being asked about service delivery to rural areas using electronic means. However, electronic delivery issues under consideration are:

- On-line application for housing, garages and exchanges
- On-line repair requests and progress reports
- Rent statements / enquiry
- Advice boards offering information for procedures regarding rents, arrears, homelessness, neighbour complaints
- Access to knowledge via information points set up throughout the County, eventually via video links.

### ***Planning Services***

Planning Services comprises of three linked areas, development control, building control and local plan, all supported by a bespoke administration section.

From the E government perspective there are a number of issues for the planning & building control service to consider which focus on: customer need, the current IT capability of the service (the 'back office operation') and access to information. Consideration needs to be given to changes in statutes and government guidance, the progressive impact of development in the district and the recent Planning Best Value Review.

- Publishing a wide range of web based material e.g. the planning guide book, planning charter
- Ability to make applications on line, this will include form filling, transmission of plans and payment of fees/charges.
- Provision of independent access to planning and building control applications and other information locally
- Establishment of a council wide property database. With linked systems that would enable a call centre type response to be given to queries raised by the public and others.
- Introduction of DIPS to improve accessibility of records
- Home working with officers having system access at home
- Land charges to use GIS system for spatial referencing of searches

***Community & Development Services***

- Complaint registration
- On-line logging of information
- Dog warden facilities – Logging/information
- Application for Improvement Grants
- Licensing

***Community and Leisure Development***

The above area encapsulates *Crime and Disorder, Sports and arts development and community regeneration*. Partnership working is the underlying principle of the service and regularly develops innovative projects. This would benefit greatly from the marketing opportunities of web site technology.

- Provision of Crime mapping systems
- Use of bulletin boards on web site to promote current work and achievements
- On-line booking systems
- "Point of Advice" systems either via web site or telephone

***Technical Services***

- **Partnerships**
  - Waste strategy partnerships with councils in Derbyshire are currently being established, specifically with our "South Eastern Sub Group" neighbours – Amber Valley, Derby City and Erewash.
  - Partnerships on recycling activities are being set up, including with Cheshire Recycling and four other neighbouring authorities (waste newspapers).
  - Partnership contract with SLM, who run the Leisure Centre on our behalf.
  - Use of contractors for delivering some of our direct services. e.g. Contracts with H Heath for grass cutting and grounds maintenance.
  - Joint Management Committee in the running of Bretby Crematorium (with East Staffs)
- Expansion of mapping system and inclusion of all the assets the division maintains would allow rapid response to service enquiries which could become the basis of a contact centre. This would also have the potential for other interested parties to share the information.



- Public to have ability to order works via website or similar (e.g. information on bulky waste service provided so customer can choose service and order)
- Dealing electronically with suppliers, including
  - Obtaining and accepting / dismissing quotes
  - Ordering works
  - Issuing instructions, requests for remedies
  - Authorising payment of invoices
- Other
  - Electronic filing of numerous paper file systems
  - Home working

### ***Environmental Health***

- On-line facilities to view how complaints are progressing utilising the DIP system
- Home working facilities allowing working hours suited to the job, not the confines of office time.
- Environmental Health would benefit greatly from the use of a call centre enabling a centralised point of contact
- An on-line Frequently Asked Questions (FAQ) available on the web site offering guidance on how to deal with specific issues.

### ***Legal & Member Services***

- Meeting agendas and minutes available on-line
- Electoral registration
- Availability of members on-line via email
- Publicised questions and answer sessions with Chief Executive & Leader
- The ability for the electorate to submit questions to each committee
- Information and bulletin boards to allow press release information to be posted.
- Provision of service for on-line electoral registration along with the ability for on-line voting (when legislation permits this).

### ***Personnel & Development Services***

Improvements to be made towards delivery of information for existing and prospective employees prompting consideration of the following issues towards e-government delivery:

- Implementation of employee information points with corresponding development to deliver knowledge via the South Derbyshire District Council Intranet. This is to include notice boards, procedures and points of interest.

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- On-line recruitment offering vacancy information, ability to download application packs, links to local government vacancy sites.

### ***Customer Services***

- On-Line complaints/comments
- **Partnerships**
  - Consignia (the Post Office) are involved with providing wider access for local government services which is a partnership which will be taken forward
  - The council is also a member of the Derbyshire Purchasing Consortium
- On-line change of address reporting, either through our own web site or utilising the Royal Mail's own service.
- Improved information held at main reception as possible first step towards a contact centre

With the imminent implementation of Credit/Debit card acceptance of payment this area is already taking steps towards greater accessibility of services. This will immediately enable our customers to use alternative methods to pay over the telephone and eventually in secure on-line environment using e-billing.

An on-going project with National Girobank to allow payments to be taken for Council Tax, National Non-domestic rate and council rent over their internet site has been undertaken. These payments would then be electronically delivered to the council for completion of the transaction. Direct Debits are also available to the customers for all of the above.

GIS and DIP systems are in wide use around the authority and we view these as tools, which will assist in the delivery of Electronic Service Delivery, not only through their internal use, but providing a platform on which ESD will be built.

### ***IT Services***

The councils web site is currently relatively static, although it contains useful information relating to the district. The site is presently being revamped in an attempt to offer more dynamic content. This will enable the council to progress closer towards our e-government targets and allow better interaction with our citizens.

Updated content will include:

- On-line application forms (e.g. planning applications, benefit applications)
- Payment via credit cards/switch

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- Multi-lingual option for web site
- Virtual tour of local area
- Committee minutes/resolutions
- Dynamic links to other sites
- A-Z Search facility
- Weather information for local area
- Dynamically updated content relating to current activities
- E-mail addresses for all members at home
- Local transport timetables

There are plans to introduce an intranet to the council in order to make information more accessible to the internal customer. This should in turn allow staff to access information more quickly and provide better responses through either e-services or face to face.

Further to these developments a rolling programme of server replacement also needs to be established to ensure the council's infrastructure is able to keep pace with current IT projects.

A recent addition to the council's web site is that of Electronic Forms (e-Forms). At the present time, the forms are only available for Planning applications and are for download only, however, as more in-house web design expertise becomes available further developments will be made. Customers will be able to fill in these forms on-line and have the information sent directly to the council and updated dynamically.

The council has now become part of an Extranet with other Derbyshire authorities to enable the sharing of information.

